



Interior Community Health Center

Quality health care accessible to all

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Tri-Valley Community Center
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Purpose

To make quality health care accessible to all

Core Values

From our history to date and from the commitments that we all share now about the future, we have defined the values that should guide all of our activities and staff in the years to come. These are our core values:

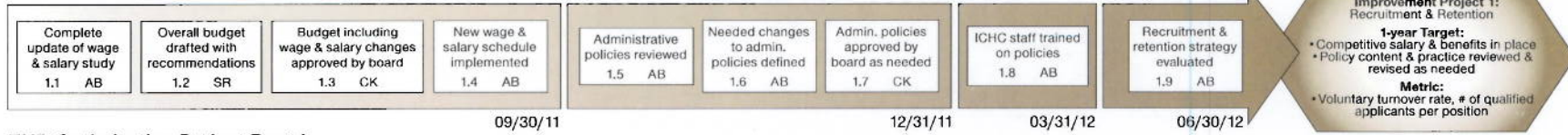
- **Respect:** Fairness, consideration, and thoughtfulness to all. ('05)
- **Integrity:** All our actions are intended to fulfill our purpose ('01, rev. '10)
- **Teamwork/Flexibility:** Commitment to purpose and to helping one another ('01, rev. '10)
- **Excellence:** To meet or exceed standards of care and strive to be our best ('01)

Our Vision

By 2015 to be the Nation's model for community health center outcomes ('05)

- We will seek seamless, affordable access to a holistic range of services
 - Our expanded facilities and programs will create an environment that promotes patient and staff well-being
 - Our services will be culturally and linguistically competent and friendly
 - We will vertically integrate with other providers in town
 - We will partner with community-based programs that promote health and prevent disease
- We will continuously improve our practices to achieve superior outcomes

Recruitment & Retention



Improvement Project 1: Recruitment & Retention

1-year Target:

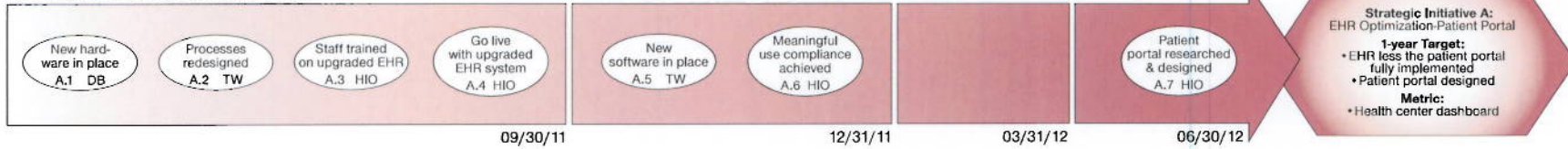
- Competitive salary & benefits in place
- Policy content & practice reviewed & revised as needed

Metric:

- Voluntary turnover rate, # of qualified applicants per position



EHR Optimization-Patient Portal



Strategic Initiative A: EHR Optimization-Patient Portal

1-year Target:

- EHR less the patient portal fully implemented
- Patient portal designed

Metric:

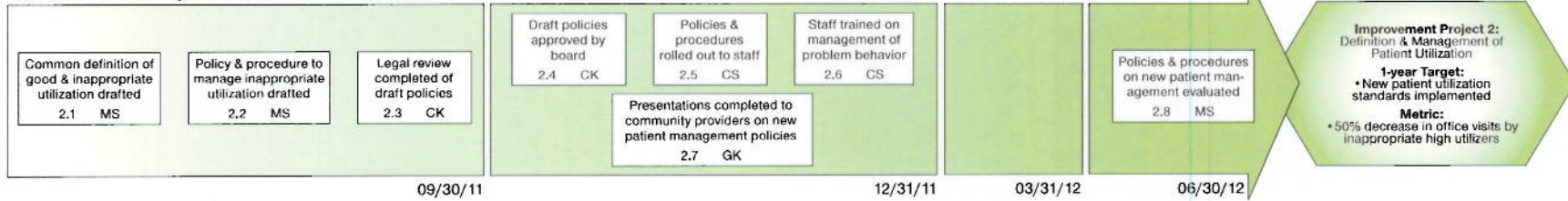
- Health center dashboard

Vision Navigation® Chart

07/01/11 - 06/30/12

Purpose:
To make quality health care accessible to all

Definition & Management of Patient Utilization



Improvement Project 2: Definition & Management of Patient Utilization

1-year Target:

- New patient utilization standards implemented

Metric:

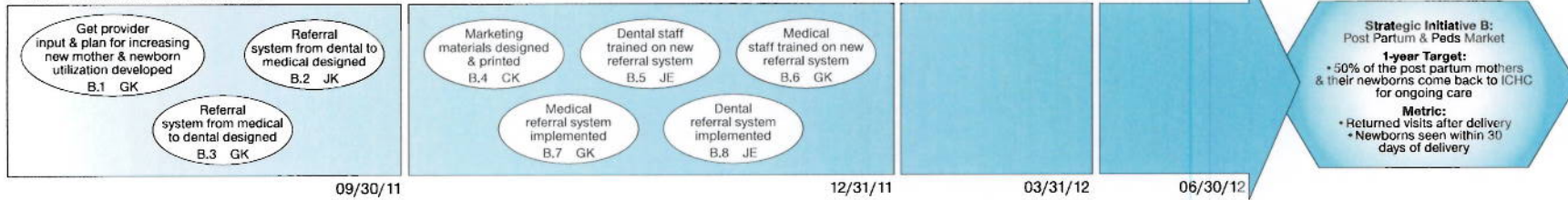
- 50% decrease in office visits by inappropriate high utilizers

Our Vision:

By 2015 to be the Nation's model for community health center outcomes ('05)

- ✦ We will seek seamless, affordable access to a holistic range of services
- ✦ Our expanded facilities & programs will create an environment that promotes patient & staff well-being
- ✦ Our services will be culturally & linguistically competent & friendly
- ✦ We will vertically integrate with other providers in town
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Post Partum & Peds Market



Strategic Initiative B: Post Partum & Peds Market

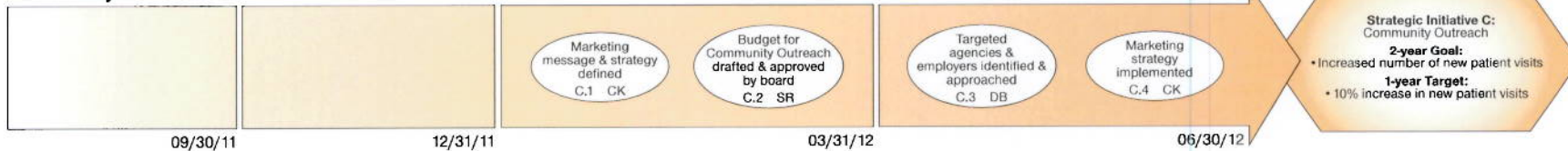
1-year Target:

- 50% of the post partum mothers & their newborns come back to ICHC for ongoing care

Metric:

- Returned visits after delivery
- Newborns seen within 30 days of delivery

Community Outreach



Strategic Initiative C: Community Outreach

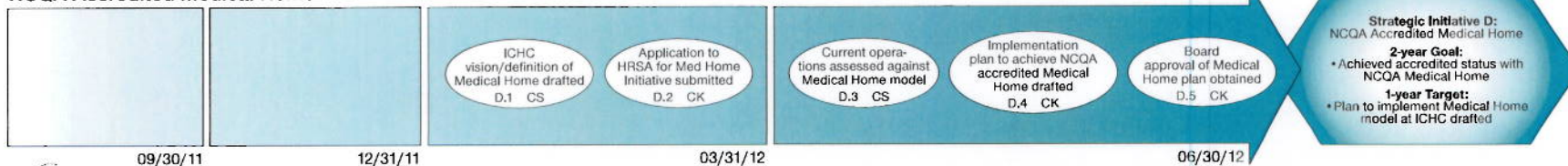
2-year Goal:

- Increased number of new patient visits

1-year Target:

- 10% increase in new patient visits

NCQA Accredited Medical Home



Strategic Initiative D: NCQA Accredited Medical Home

2-year Goal:

- Achieved accredited status with NCQA Medical Home

1-year Target:

- Plan to implement Medical Home model at ICHC drafted

AB Amy Baldwin
DB Diane Borgeson
JE Jenifer Earl
CK Cheryl Kilgore
JK Dr. Jeff Kilgore
GK Dr. Gary Kindell
SR Sarah Ruen
CS Chris Saunders
MS Marsha Smith
TW Tammy Wilkerson